

ORIGINAL



CROCKER & CROCKER

ATTORNEYS AT LAW

PATRICK D. CROCKER  
[patrick@crockerlawfirm.com](mailto:patrick@crockerlawfirm.com)



0000136582

June 19, 2012

Docket Control  
Arizona Corporation Commission  
Telecommunications Division  
1200 West Washington  
Phoenix, AZ 85007

RE: Staff's First Set of Data Requests to Access One, Inc.  
Docket No. T-03699A-12-0097

Dear Sir or Madam:

In accordance with Staff Member, Pamela J. Genung's request, please find an original and thirteen (13) copies of Staff's First Set of Data Requests in the above-referenced docket.

Should you have any questions concerning this filing, please contact the undersigned.

Very truly yours,

CROCKER & CROCKER

Patrick D. Crocker

PDC/tld

Arizona Corporation Commission

DOCKETED

JUN 22 2012

DOCKETED BY

JM

AZ CORP COMMISSION  
DOCKET CONTROL

2012 JUN 22 P 12:28

RECEIVED

ARIZONA CORPORATION COMMISSION  
STAFF'S FIRST SET OF DATA REQUESTS TO  
ACCESS ONE, INC.  
DOCKET NO. T-03699A-12-0097

Please make sure each numbered item and each part of the item is answered completely. In order for Staff to continue with its review of this Application, the flowing information must be submitted.

PJG 1.1        In the cover letter attached to Access One's Application and at item (A-1) on the first page of the Application, Access One specifies a request for a CC&N to provide resold and facilities-based local exchange telecommunications services. Two proposed tariffs were included in the Application. One tariff is for providing local exchange service while the second tariff relates to providing access telecommunications services. Staff is unable to accurately determine which telecommunications services Access One is requesting authority to provide in Arizona. If Access One is also requesting authority to provide access telecommunications services, please indicate such in item (A-1) of the Application and file a replacement page to the Application with Docket Control.

**Applicant is not requesting authority provide access telecommunications services. Applicant thereby withdraws access tariff submitted for consideration.**

PJG 1.2        In response to item (A-8) of the Application, please provide a copy of Access One's Certificate of Good Standing in Arizona.

**Attached hereto as Exhibit A, please find Access One's Certificate of Good Standing in Arizona.**

PJG 1.3        Please specify the number of years of telecommunications experience for each of the six Owners, Officers and/or Director's of Access One that are identified in Attachment A of Access One's Application.

**Exhibit B attached hereto specifies the number of years of telecommunications experience for each of Owners, Officers and/or Director's identified in Attachment A of Access One's Application.**

PJG 1.4 In response to items (B-1) and (B-2) of the Application, please provide copies of financial statements for the year ending December 31, 2011.

**Attached hereto as Exhibit C, please find copies of financial statement for year ending December 31, 2011.**

PJG 1.5 Please describe Access One's plan for providing customer service to its local exchange customers in Arizona.

**Access One has three basic methods of providing exceptional customer service to our client base regardless of geographic location. The first method is via an online portal that will allow the customer to submit basic customer service request through the Access One website. The second option is by contacting the Account Manager which can assist with request and inquiries. The third option is by calling into our toll free number. This number will ring directly into our IB Customer Service center staffed between the hours of 7:00 a.m. C.S.T. to 6:00 p.m. C.S.T. In the event that an issue arises outside of these business hours, the customer will utilize the same toll free number and will be routed to our 24/7 answering service. An on call technician will contact the customer within 30 minutes of receipt of the message from the Access One dispatch service.**

PJG 1.6 Does Access One currently have or is it planning to have a customer service center in Arizona?

**No.**

PJG 1.7 Does Access One currently have or is it planning to have employees in Arizona? If so, please indicate how many.

**No.**

PJG 1.8 Please indicate whether Access One intends to offer local exchange telecommunications service in the residential and/or business markets in Arizona.

**Access One intends to offer local exchange telecommunication services in the business market within Arizona.**

PJG 1.9 Please specify the number of residential customers and the number of business customers that Access One is currently providing resold long distance telecommunications services to in Arizona. Please identify the number of residential and business customers as separate numbers, not as a total together.

**Access One has no residential customers in Arizona. Access One currently provides resold long distance telecommunications services to 30 business customers in Arizona.**

PJG 1.10 In reference to Access One's proposed Arizona Tariff No. 2, in Section 2, on Original Page 15, at 2.5.3 (B), and in its proposed Arizona Tariff No. 3, on Original Page 26, at 2.5.2, please add the following language to the proposed tariffs:

Customers may also file complaints with Arizona Corporation Commission's Consumer Services, Utilities Division. Customers may file a complaint online by going to: <http://www.azcc.gov/divisions/utilities/consumerservices.asp>

Customer may contact the Commission writing or by phone at:

Arizona Corporation Commission  
Consumer Services, Utilities Division  
1200 W. Washington Street  
Phoenix, Arizona, 85007  
Phoenix Office: 602-452-4251 or (800) 222-7000  
Tucson Office: 520-628-6550 or (800) 535-0148

**Attached as Exhibit D.**

PJG 1.11 In Access One's proposed Arizona Tariff No. 3, on Original Page 6, please correct the following definition:

a. Commission: Arizona Corporation Commission

**Applicant will not seek to bill for access services by way of this Application. As such, Access One withdraws the Access Tariff No. 3 included with this Application, as this tariff includes proposed terms and conditions for such service.**

PJG1.12 In Access One's proposed Arizona Tariff No. 3, on Original Page 34, at 3.2, Access One indicated that its proposed rates are Individual Case Basis ("ICB"). The Arizona Corporation Commission requires rates for all services within a Company's tariff regardless of the Company's intention to offer ICBs. Please review, make the appropriate corrections, and file a replacement tariff page for Original Page 34.

**Applicant will not seek to bill for access services by way of this Application. As such, Access One withdraws the Access Tariff No. 3 included with this Application, as this tariff includes proposed terms and conditions for such service.**

PJG 1.13 In Access One's proposed Arizona Tariff No. 3, on Original Page 43, at 8.1 and 8.2, current rates for Intrastate Switched Access, both Originating and Terminating, and Toll-Free 8XX Data Base Query are not specified. Please insert the proposed rates that Access One intends to charge for those services and file a replacement tariff page for Original Page 43.

**Applicant will not seek to bill for access services by way of this Application. As such, Access One withdraws the Access Tariff No. 3 included with this Application, as this tariff includes proposed terms and conditions for such service.**

PJG 1.14 Please indicate why Access One believes that its range of rates is just and reasonable using a competitive market analysis. The analysis should contain publicly available examples of tariff rates and charges charged by the incumbent and other carriers for similar services. Please provide actual tariff pages and use the attached matrix format to show Access One's actual or proposed tariff rates and charges. Then show each competitor's tariff rates and charges for comparable telecommunications services. At a minimum, show tariff information of CenturyLink/Qwest and two other competitors in Arizona. The material you provide should enable Staff to determine whether the tariff rates and charges of the Applicant are just and reasonable compared to other competitors offering the same or similar telecommunications services in Arizona. (See Attachments A & B – By Competitor) (For the Applicant's ease, an excel file can be provided by contacting Pamela Genung at [pgenung@azcc.gov](mailto:pgenung@azcc.gov)).

**Attached as Exhibit E is a comparison of the proposed business rates of Access One, Inc. and the approved business rates of Qwest Corporation, COX ARIZONA TELCOM, L.L.C. d/b/a Cox Communications d/b/a Cox Business Services and Zayo Group, LLC within the State of Arizona. This information demonstrates a range of costs for services. Customers voluntarily agree to a competitive provider's price structure when they apply for service, and they are free to discontinue service at any time. As a result, a competitive provider's product pricing must be in line with fair market value or customers will simply move to another competitive provider.**

PJG 1.15 Please specify the rates that Access One will charge for similar services in the other states/jurisdictions in which Access One has been approved to provide service. If there is a difference between the rates that Access One will charge in Arizona and the rates that it will charge in the other states/jurisdictions for similar service, please identify and indicate the amount of the difference and explain why you are charging different rates in Arizona. (See Attachments C & D – By State) (For the Applicant's ease, an excel file can be provided by contacting Pamela Genung at [pgenung@azcc.gov](mailto:pgenung@azcc.gov)).

**Attached Exhibit F compares the proposed business rates of Access One, Inc. and Access One's approved business rates within the States of: Colorado, Pennsylvania and Virginia. This information demonstrates a range of costs for services. Customers voluntarily agree to a competitive provider's price structure when they apply for service, and they are free to discontinue service at any time. As a result, a competitive provider's product pricing must be in line with fair market value or customers will simply move to another competitive provider.**

**EXHIBIT A**

# STATE OF ARIZONA



Office of the  
**CORPORATION COMMISSION**  
**CERTIFICATE OF GOOD STANDING**

*To all to whom these presents shall come, greeting:*

*I, Ernest G. Johnson, Executive Director of the Arizona Corporation Commission, do hereby certify that*

**\*\*\*ACCESS ONE, INC.\*\*\***

*a foreign corporation organized under the laws of Illinois did obtain authority to transact business in the State of Arizona on the 29th day of December 1998.*

*I further certify that according to the records of the Arizona Corporation Commission, as of the date set forth hereunder, the said corporation has not had its authority revoked for failure to comply with the provisions of the Arizona Business Corporation Act; and that its most recent Annual Report, subject to the provisions of A.R.S. sections 10-122, 10-123, 10-125 & 10-1622, has been delivered to the Arizona Corporation Commission for filing; and that the said corporation has not filed an Application for Withdrawal as of the date of this certificate.*

*This certificate relates only to the legal authority of the above named entity as of the date issued. This certificate is not to be construed as an endorsement, recommendation, or notice of approval of the entity's condition or business activities and practices.*

**IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of the Arizona Corporation Commission. Done at Phoenix, the Capital, this 25th Day of May, 2012, A. D.**



  
\_\_\_\_\_  
Executive Director

By: \_\_\_\_\_ 766230



**EXHIBIT B**

**The Name, Address, and Telephone Number of Each Owner,  
Officer and/or Director:**

		<u>Number of Years of Telecommunications Experience</u>
1)	Mark A Jozwiak - President/Secretary/Director 820 W Jackson Blvd; 6th Floor Chicago, Illinois 60607 312.441.1000	30 years
2)	Brian K Barkley - CEO/Treasurer/Director (same as above)	22 years
3)	Larry Levy - COO/Senior Vice President (same as above)	5 years
4)	Jeff Hartzell - Vice President of Customer Operations (same as above)	23 years
5)	Tom Turner - Vice President of Sales (same as above)	21 years
6)	Daniel Montgomery Vice President of Engineering (same as above)	31 years
7)	Cindy Kujawa - Vice President of Human Resources (same as above)	25 years

**EXHIBIT C**

Access One, Inc.  
Income Statement  
For the Twelve Months ending December 31, 2011

Revenue	30,067,352
Cost of Goods Sold	13,953,035
Gross Profit	16,114,317
Operating Expenses	15,515,427
Net Income/(loss)	<u>598,890</u>

Access One, Inc.  
Balance Sheet  
December 31, 2011

Current Assets	3,228,460	
Property & Equipment	1,405,449	
Other Assets	507,351	
Total Assets		<u>5,141,260</u>
Current Liabilities	2,510,790	
Long Term Liabilities	2,705,672	
Total Liabilities		5,216,462
Capital		(75,202)
Total Liabilities and Capital		<u>5,141,260</u>

**EXHIBIT D**

---

**SECTION 2 - REGULATIONS****2.5 Payment Arrangements, (Cont'd.)****2.5.3 Disputed Bills**

- A. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company may require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within 90 days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.
- B. Unless disputed the invoice shall be deemed to be correct and payable in full by the Customer. If the Customer is unable to resolve any dispute with the Company, then the Customer may file a complaint with the Arizona Corporation Commission, 1200 West Washington Street, Phoenix, AZ 85007.

Customers may also file complaints with Arizona Corporation Commission's Consumer Services, Utilities Division. Customers may file a complaint online by going to: <http://www.azcc.gov/divisions/utilities/consumerservices.asp>

Customer may contact the Commission writing or by phone at:

Arizona Corporation Commission  
Consumer Services, Utilities Division  
1200 W. Washington Street  
Phoenix, Arizona, 85007  
Phoenix Office: 602-452-4251 or (800) 222-7000  
Tucson Office: 520-628-6550 or (800) 535-0148

- C. If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest credits or penalties will apply.

**2.5.4 Advance Payments**

Company will not require deposits or advance payments by Customers for Services.

**2.5 Payment Arrangements, (Cont'd.)****2.5.5 Deposits**

Company will not require deposits or advance payments by Customers for Services.

---

Issued:

Effective:

Issued by: Mark A Jozwiak, President  
Access One, Inc.  
820 W Jackson Blvd, 6th Floor  
Chicago, IL 60607

**EXHIBIT E**



ATTACHMENT A  
BY COMPETITOR

Residence Maximum Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	Applicant's Arizona Tariff Attach Tariff Sheets for Support			Qwest's Arizona Tariff Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b> Basic Local Service Service Connect Fee Dispatch Call & Trouble isolated on cust. equip. Feature Change Order Toll Restriction Fee Order Transfer of Service (move order) Restoration of Service Directory Assistance <b>Miscellaneous Services &amp; Rates</b> Returned Check Charge (NSF) <b>Listings</b> Directory Listing Service - Primary Listing Directory Listing Service - Non-Published <b>Primary Rate Interface (DS0) Service</b> Month-to-Month 12 Months 24 Months 36 Months <b>Long Distance</b> Direct Dialed Station-to-Station (include all relevant billing elements used to make the comparison)	<b>NOT APPLICABLE</b>					

Residence Maximum Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	Competitor #2 Arizona Tariff Name of Competitor			Competitor #3 Arizona Tariff Name of Competitor		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b> Basic Local Service Service Connect Fee Dispatch Call & Trouble isolated on cust. equip. Feature Change Order Transfer of Service (move order) Restoration of Service Directory Assistance <b>Miscellaneous Services &amp; Rates</b> Returned Check Charge (NSF) <b>Listings</b> Directory Listing Service - Primary Listing Directory Listing Service - Non-Published <b>Primary Rate Interface (DS0) Service</b> Month-to-Month 12 Months 24 Months 36 Months <b>Long Distance</b> Direct Dialed Station-to-Station (include all relevant billing elements used to make the comparison)	<b>NOT APPLICABLE</b>					

ATTACHMENT B  
BY COMPETITOR

Business Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	Access One, Inc. Arizona Tariff			Qwest Corporation Arizona Tariff		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b>						
Basic Local Service						
Service Connect Fee	\$1,260.00	9	3	\$1,800.00	14	38
Dispatch Call & Trouble isolated on cust. equip.	\$502.50	8	2	n/a		
Feature Change Order						
Toll Restriction Fee Order						
Transfer of Service (move order)						
Restoration of Service	\$375.00	8	1	n/a		
Directory Assistance	\$4.00	10	5	n/a		
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)	\$25.00	13	4	n/a		
<b>Listings</b>						
Directory Listing Service - Primary Listing	N/C	10	6	n/a		
Directory Listing Service - Non-Published	\$3.16	10	6	n/a		
<b>Primary Rate Interface (DS0) Service</b>						
Month-to-month	\$500.00	9	6	\$1,300.00	14	39
12 Months	n/a			n/a		
24 Months	n/a			n/a		
36 Months	n/a			n/a		
<b>Long Distance</b>						
Direct Dialed Station-to-Station (include all relevant billing elements used to make the comparison)						
	Attached Tariff Sheets for Support			Attached Tariff Sheets for Support		

Business Maximum Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	COX ARIZONA TELCOM, L.L.C. d/b/a Cox Communications d/b/a Cox Business Services Name of Competitor			Zayo Group, LLC Name of Competitor		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b>						
Basic Local Service						
Service Connect Fee	\$35.00	3	65	\$5,973.00	4	47
Dispatch Call & Trouble isolated on cust. equip.	n/a			\$120.00	4	45
Feature Change Order						
Toll Restriction Fee Order						
Transfer of Service (move order)						
Restoration of Service	\$25.00	3.1.3	65	n/a		
Directory Assistance	n/a			\$3.00	4	50
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)	n/a			n/a		
<b>Listings</b>						
Directory Listing Service - Primary Listing	n/a			n/a		
Directory Listing Service - Non-Published	n/a			n/a		
<b>Primary Rate Interface (DS0) Service</b>						
Month-to-month	\$975.00	3	85	\$850.00	4	48
12 Months	\$950.00	3	85	\$750.00	4	48
24 Months	\$800.00	3	85	\$675.00	4	48
36 Months	\$775.00	3	85	\$600.00	4	48
<b>Long Distance</b>						
Direct Dialed Station-to-Station (include all relevant billing elements used to make the comparison)						
	Attached Tariff Sheets for Support			Attached Tariff Sheets for Support		

**Access One, Inc.**  
**Relevant Arizona Tariff Pages**

---

**SECTION 8 - CONNECTION CHARGES****8.1 CONNECTION CHARGES****8.1.1 General**

Connection Charges are nonrecurring charges which may apply to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with the service to which they apply or are provided in this Section.

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The Customer may be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

**Move:** The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

**Add:** The addition of a service to existing equipment and/ or service at one location.

**Change:** The change, including rearrangement or reclassification, of existing service at the same location.

**8.1.2 Exceptions to the Connection Charge**

- a) The Company may from time to time waive or reduce the connection charges as part of a promotion or trial.

**8.2 RESTORAL CHARGE**

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment pursuant to this tariff but before cancellation of the service.

Restoral Charge: Maximum  
\$375.00

---

**Issued:****Effective:**

**Issued by:** Mark A Jozwiak, President  
Access One, Inc.  
820 W Jackson Blvd, 6th Floor  
Chicago, IL 60607

---

**SECTION 8 - CONNECTION CHARGES****8.3 CHARGES ASSOCIATED WITH PREMISES VISIT****8.3.1 Premises Visit and Trouble Isolation Charge**

Premises Visit charges apply when the installation of network access facilities requires a visit to the Customer's premises. In addition, when a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to Customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

MaximumPer Visit Charge

Per Premises Visit:

- Initial 15 Minutes

\$502.50

(or any portion thereof)

- Each Additional 15 Minutes

\$62.50

(or any portion thereof)

**8.4 RATES AND CHARGES****8.4.1 Application of Service Charges**

Charges are applicable when the Company receives or processes requests for service.

a) Service Connection Charge

A Service Connection Charge applies for the connection of each exchange line, Private Branch Exchange (PBX) trunk, and Direct or Remote Access Line connected to an Intermediary Switching Arrangement. Service Connection Charges also apply to the relocation of existing service to a different premises or building.

b) Miscellaneous Service Charge applies for:

- 1) Each port rearrangement for Central Office Local Area Network Service.
- 2) Each existing line for which a Billing Agency Code is established or changed.

---

Issued:

Effective:

Issued by: Mark A Jozwiak, President  
Access One, Inc.  
820 W Jackson Blvd, 6th Floor  
Chicago, IL 60607

---

**SECTION 9 – NETWORK SWITCHED SERVICES****9.2 SERVICE DESCRIPTIONS AND RATES (continued)****9.2.2 Local Digital PBX Trunk Service (continued)****2) General**

Service to points within the local calling area is included in the charge for Local Digital PBX Trunk Service. Charges based on time periods and calendar days are provided herein. Nonrecurring connection and Service Order charges apply as described herein.

Optional Feature(s) -DID Service capability as described herein is available. Clear Channel capability as described in within this tariff is available. Applicable nonrecurring charges apply as described within this tariff.

**3) Recurring and Nonrecurring Charges**

Connection charges are applicable within this tariff. Charges for each Local Digital PBX Trunk include a monthly recurring service charge for the local T1 loop, channel termination charges, and line termination charge.

Where appropriate facilities do not exist, Special Construction charges will also apply, as described within this tariff.

	<u>Maximum</u>	
	<u>Monthly Recurring</u>	<u>Non-Recurring Installation Charge</u>
Digital Local Loop/ T-1 (D. T. I. only)	\$1,260.00	\$1,000.00
Channel Activation (DID, DOD, two-way) Per Trunk	\$50.00	\$376.00
Each additional channel activated at the same time	\$50.00	\$376.00

---

**Issued:****Effective:**

Issued by: Mark A Jozwiak, President  
Access One, Inc.  
820 W Jackson Blvd, 6th Floor  
Chicago, IL 60607

## SECTION 9 – NETWORK SWITCHED SERVICES

## 9.2 SERVICE DESCRIPTIONS AND RATES (continued)

## 9.2.3 Local ISDN-PRI Service (continued)

## 2) Recurring and Nonrecurring Charges

Local ISDN-PRI Service Arrangement:

	<u>Maximum</u>	
	<u>Monthly Recurring</u>	<u>Non-Recurring Installation Charge</u>
Digital Local Loop/ Primary Rate Access Facility/ Per PRI	\$500.00	\$1,000.00
PRI Interface Arrangement		
23B+ D channels, per PRI	\$1,178.00	\$1,000.00
24B channels, per PRI	\$1,178.00	\$1,000.00
23B+ Backup D channels, per PRI	\$1,178.00	\$1,000.00
(required when more than 47B channels are controlled by a single D channel)		
PRI Reconfiguration Charges/ Add change to existing trunk group, addition of new trunk group, per occasion		\$376.00
Change in D-channel configuration, per occasion	\$376.00	

Local ISDN-PRI Custom Calling Charges:

	<u>Monthly Recurring</u>	<u>Non-Recurring Installation Charge</u>
Optional Service Feature Package/ Includes both Calling Line ID and Call- By-Call Service Selection, per PRI	\$486.00	\$376.00
Calling Line Identification/ Shows the Directory number of the calling party, per PRI	\$486.00	\$376.00
Call-By-Call Service Selection/ B channels may be configured to access multiple services on a per call basis, per PRI	\$188.00	\$376.00
Individual Additional Telephone Numbers/ Each additional telephone number excluding DID numbers	\$8.00	\$376.00

Issued:

Effective:

Issued by: Mark A Jozwiak, President  
Access One, Inc.  
820 W Jackson Blvd, 6th Floor  
Chicago, IL 60607

---

SECTION 10 – ADDITIONAL SERVICES**10.2 DIRECTORY ASSISTANCE SERVICE (continued)****10.2.5 Rates**

---

MaximumNon-recurring ChargeBusiness Directory Assistance  
Service Calls, per call

\$4.00

**10.3 RESERVED FOR FUTURE USE****10.4 NUMBER TO NUMBER REFERRAL SERVICE**

Number to Number Referral Service provides a recorded announcement that states the line number status and a referral number for calls placed to a disconnected or changed business line number.

Charges apply after the basic referral period. The basic referral period is not until a new local directory is published.

Monthly Recurring Charges

Referral Service, per number

\$99.00

**10.5 RESERVED FOR FUTURE USE****10.6 DIRECTORY LISTING SERVICES****10.6.1 Directory Listing Definitions**

Primary Listing -One listing, termed the primary listing, is included with each Customer's service with the primary line of a line hunting group at no charge.

Non-Listed Listing - A Non-Listed Listing will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party.

Non-Published Listing -A Non-Published Listing will be furnished at the Customer's request. A Non-Published Listing is not listed in the telephone Company's directories, or on directory assistance records. Listing information (name, address and number) on a Non-Published Listing is not available to the general public. Charges for a Non-Published Listing are specified herein.

Additional Listing -Regular additional listings are available only in the names of authorized users of the customer's service. All listings are of the same address and telephone number as the primary listing, except as provided for joint user and alternate number listings.

---

Issued:

Effective:

Issued by: Mark A Jozwiak, President  
Access One, Inc.  
820 W Jackson Blvd, 6th Floor  
Chicago, IL 60607



---

**SECTION 10 – ADDITIONAL SERVICES****10.6 DIRECTORY LISTING SERVICES (continued)****10.6.2 Directory Listing Rates**

	<u>Maximum</u>
	<u>Monthly Recurring Per Listing</u>
Primary Listing	N/ C
Non-Listed Listing	\$1.68
Non-Published Listing	\$3.16
Additional Listing	\$6.68

**10.7 RESERVED FOR FUTURE USE****10.8 RESERVED FOR FUTURE USE****10.9 LOCAL NUMBER PORTABILITY**

Provides ability for Customers to retain their existing telephone number when moving to a new service provider.

	<u>Monthly Recurring</u>
Local Number Portability (per number)	N/C

**10.10 CUSTOMER REQUESTED TEMPORARY SUSPENSION**

Customer Requested Temporary Suspension provides the ability for Customers to temporarily suspend their telephone service and retain their telephone number. The minimum period for this service is one (1) month and the maximum period is six (6) months. The Customer will be charged ½ of the normal line rate during the period of temporary suspension. All other charges will be applied at the normal rate.

---

Issued:

Effective:

Issued by: Mark A Jozwiak, President  
Access One, Inc.  
820 W Jackson Blvd, 6th Floor  
Chicago, IL 60607

---

**SECTION 13 – CURRENT PRICE LIST****13.7 DIRECTORY LISTING SERVICES**

	<u>Monthly Recurring Per Listing</u>
Primary Listing	N/ C
Non-Listed Listing	\$0.84
Non-Published Listing	\$1.58
Additional Listing	\$3.34

**13.8 LOCAL NUMBER PORTABILITY**

	<u>Monthly Recurring</u>
Local Number Portability (per number)	N/C

**13.9 BUSINESS LOCAL EXCHANGE RATES**

The following Usage Charges apply:

Message Rate Per Message	\$0.082
--------------------------	---------

<b>13.10 RETURNED CHECK CHARGE</b>	<b>\$25.00</b>
------------------------------------	----------------

---

**Issued:****Effective:**

Issued by: Mark A Jozwiak, President  
Access One, Inc.  
820 W Jackson Blvd, 6th Floor  
Chicago, IL 60607

**Qwest Corporation**  
**Relevant Arizona Tariff Pages**

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

## 5. EXCHANGE SERVICES

### 5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (Cont'd)

#### 5.3.4 DIRECT-INWARD-DIALING (*DID*) SERVICE[1]

##### A. Description

Direct-Inward-Dialing (*DID*) Service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

##### B. Terms and Conditions

1. This feature may be provided, in addition to regular, FCO or FX trunk rates and charges, where CO facilities are available and the PBX system or customer-provided switching equipment capabilities permit.
2. One primary directory listing in the main directory of the serving CO is provided for each PBX system. An additional listing of each *DID* number may be provided subject to the terms, conditions, rates and charges as specified in 5.7.1, following.
3. The provision of this feature requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.
4. *DID* Service is available to new and existing customers from non ESS offices if the office is equipped for *DID* Service and has sufficient *DID* capacity available.
5. Upon request a power failure channel may be provided subject to the terms, conditions, rates and charges specified in the Competitive Private Line Transport Services Price Cap Tariff.
6. Central office intercept may be provided on an individual case basis through a special assembly.

[1] A Basket 2 Service. See Preface Page 1, preceding.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.4 DIRECT-INWARD-DIALING (*DID*) SERVICE[1]**

**B. Terms and Conditions (Cont'd)**

7. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company. Rates and charges associated with sequential numbers are specified in C., following.

A *DID* sequential number block is a group of twenty telephone numbers in numeric order. The last digit of the first number within the block is a zero, and the last number within the number block must include an odd number in the sixth digit and a nine in the last digit.

8. *DID* Service is offered with switching vehicles served by trunk service. Answer Supervision is required from the customer's switching vehicle.

[1] A Basket 2 Service. See Preface Page 1, preceding.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1] (Cont'd)

C. Rates and Charges

1. DID Service

	USOC	NONRECURRING CHARGE	
		MAXIMUM	CURRENT
• Each in-only analog trunk circuit termination[2]	NDT	\$114.00	\$57.00
• Each in-only digital trunk circuit termination[3]	ND1	114.00	57.00
• Each 2-way digital trunk circuit termination with answer supervision[3]	ND2	114.00	57.00
• Each 2-way, 4-wire analog trunk circuit termination[4]	NAY	114.00	57.00
2. DID Telephone Numbers			
• Nonsequential telephone number, each	NHN	2.00	1.00
• DID block of twenty sequential telephone numbers, per block	NGS	40.00	20.00

[1] A Basket 2 Service. See Preface Page 1, preceding.

[2] In addition, a PBX trunk is required.

[3] In addition, a digital trunk or B-channel is required.

[4] In addition, a THHCX PBX trunk, specified in 5.3.3, preceding, is required.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**  
**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1]**  
C.1. (Cont'd)

	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Each in-only analog trunk circuit termination[2]	NDT	\$135.00	\$45.00
• Each in-only digital trunk circuit termination[3]	ND1	135.00	45.00
• Each 2-way digital trunk circuit termination with answer supervision[3]	ND2	135.00	45.00
• Each 2-way, 4-wire analog trunk circuit termination[4]	NAY	135.00	45.00
2. DID Telephone Numbers			
• Nonsequential telephone number, each	NHN	0.45	0.15
• DID block of twenty sequential telephone numbers, per block	NGS	9.00	3.00

[1] A Basket 2 Service. See Preface Page 1, preceding.

[2] In addition, a PBX trunk is required.

[3] In addition, a digital trunk or B-channel is required.

[4] In addition, a THHCX PBX trunk, specified in 5.3.3, preceding, is required.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS  
5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1]  
C.2. (Cont'd)

	USOC	NONRECURRING CHARGE MAXIMUM	CURRENT
c. Reserving Telephone Numbers			
• Nonsequential number, per number[2]	NHNRN	—	—
• Sequential number block, per block[2]	NGQ	—	—
	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Nonsequential number, per number[2]	NHNRN	\$0.45	\$0.15
• Sequential number block, per block[2]	NGQ	9.00	3.00
d. Customer requests for (a) specific number(s) either within a sequential number block or any nonsequential number will be assessed the Custom Number rates and charges, specified in 5.7.7, following, when the request is not due to customer equipment technical limitations. The rates and charges will also not be applicable when the customer requests a sequential number block consecutive to a current sequential number block. Only one (1) custom number charge will be applied per sequential number block.			

[1] A Basket 2 Service. See Preface Page 1, preceding.

[1] Rates apply only if the customer does not currently subscribe to DID Service. Customers currently subscribing to DID Service will be charged the NHN or NGS rates and charges as appropriate.



Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1]

C. Rates and Charges (Cont'd)

3. Change Charges

The following charges are applied to rerouting of telephone numbers to another trunk or trunk group or when changing the number of digits outpulsed to the PBX or to change DTMF signaling to DP or vice versa or to building an additional route index that points to the customer's trunk group resulting in full use of DID numbers to work with a PBX.

	USOC	NONRECURRING CHARGE	
		MAXIMUM	CURRENT
• Rerouting of telephone numbers, per number	N/A	[2]	[2]
• Changing number of digits outpulsed, per change	REAGM	\$ 100.00	\$ 50.00
• Changing signaling, per change	REAGN	100.00	50.00
• Digit Manipulation, per route index	PT3DM	2,000.00	1,000.00

[1] A Basket 2 Service. See Preface Page 1, preceding.

[2] Same nonrecurring charge as specified for initial installation of DID telephone numbers.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1] (Cont'd)**

**D. Optional Features**

**1. Expanded Answer for 1A/1E ESS Central Offices**

**a. Description**

Expanded Answer enables customers with Call Forwarding - Don't Answer or Call Forwarding - Busy Line/Don't Answer to forward their unanswered calls to a *DID* station number in 1A/1E ESS central offices. This feature includes common equipment and Call Completion Software Positions.

**b. Terms and Conditions**

- (1) Expanded Answer is furnished only in 1A/1E ESS central offices where adequate and suitable facilities are available. Central offices will be equipped with this feature at the discretion of the Company.
- (2) The Expanded Answer common equipment includes two Call Completion Software Positions (CCSP). Additional CCSPs may be required if the volume of calls attempting to complete to the *DID* station number exceeds the processing limitations of the software.
- (3) Both the *DID* station number and the number equipped with the Call Forward - Don't Answer or Call Forward - Busy Line/Don't Answer feature must be in the same central office.

[1] A Basket 2 Service. See Preface Page 1, preceding.

Issued: 4-24-06

Effective: 5-1-06

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1]

D.1. (Cont'd)

c. Rates and Charges

	USOC	NONRECURRING CHARGE MAXIMUM	CURRENT
(1) Expanded Answer			
• Common equipment, including first two CCSPs	FT3CX	\$290.00	\$145.00
• Each <i>DID</i> station number equipped	FT5	—	—
- Initial installation charge	FT5	4.00	2.00
- Subsequent installation charge	OPPSL	4.00	2.00
• Additional CCSPs			
- Third CCSP	FT3A1	—	—
- Fourth CCSP	FT3A2	—	—
- Fifth CCSP	FT3A3	—	—
- Sixth CCSP	FT3A4	—	—
- Seventh CCSP	FT3A5	—	—
- Eighth CCSP	FT3A6	—	—
- Ninth CCSP	FT3A7	—	—
- Tenth CCSP	FT3A8	—	—
• Addition or removal[2] of CCSP subsequent to initial installation of common equipment, per order	PT3CT	160.00	80.00

[1] A Basket 2 Service. See Preface Page 1, preceding.

[2] Only applies if Expanded Answer remains in service.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**  
**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1]**  
D.1.c. (Cont'd)

	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
(1) Expanded Answer			
• Common equipment, including first two CCSPs	FT3CX	\$57.00	\$ 19.00
• Each <i>DID</i> station number equipped	FT5	0.15	0.05
- Initial installation charge	FT5	—	—
- Subsequent installation charge	OPPSL	—	—
• Additional CCSPs			
- Third CCSP	FT3A1	124.50	41.50
- Fourth CCSP	FT3A2	180.00	60.00
- Fifth CCSP	FT3A3	220.50	73.50
- Sixth CCSP	FT3A4	253.50	84.50
- Seventh CCSP	FT3A5	276.00	92.00
- Eight CCSP	FT3A6	310.50	103.50
- Ninth CCSP	FT3A7	334.50	111.50
- Tenth CCSP	FT3A8	358.50	119.50
• Addition or removal[2] of CCSP subsequent to initial installation of common equipment, per order	PT3CT	—	—

[1] A Basket 2 Service. See Preface Page 1, preceding.

[2] Only applies if Expanded Answer remains in service.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

## 5. EXCHANGE SERVICES

### 5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

#### 5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1]

##### D. Optional Features (Cont'd)

#### 2. DID Trunk Queuing

##### a. Description

*DID* Trunk Queuing is an arrangement whereby incoming calls that are placed to station lines within a *DID* system can be held in queue if all trunks between the central office switch and the customer's PBX are busy. Calls in queue will be held in their order of arrival until a trunk becomes available. Calls in queue are served on a first-in first-out basis. Calls held in queue will hear ringing until answered.

##### b. Optional Features

#### Delay Announcement

This option allows for incoming calls held in queue to hear a recorded announcement after a predetermined amount of time. The announcement can be accessed a maximum of four times and the customer has the option of providing their own announcement or a standardized Company announcement. Depending upon the customer's choice, ringing, silence or music will be returned after each announcement.

#### Music on Queue

This option allows for customer-provided music to be played to callers held in queue after a recorded announcement has been accessed. This option can only be provided with Delay Announcement.

[1] A Basket 2 Service. See Preface Page 1, preceding.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1]**

D.2. (Cont'd)

c. Terms and Conditions

- (1) *DID* Trunk Queuing and its associated options will only be provided where adequate and suitable CO facilities exists.
- (2) The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
- (3) The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all trunks are busy, must have two queue slots in the queue group.
- (4) The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.

[1] A Basket 2 Service. See Preface Page 1, preceding.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1]

D.2. (Cont'd)

d. Rates and Charges

	USOC	NONRECURRING CHARGE MAXIMUM	CURRENT
• Queuing			
- Per DID Station number equipped	UQQ, URQ	\$ 5.00	\$ 2.50
- Per queue group	UQQPG, URQPG	350.00	175.00
- Per queue slot in group	UQQPQ, URQPQ	—	—
- Change in quantity of queue slots in queue group, per group	REAE9	200.00	100.00
• Delay Announcement	N/A	[2]	[2]
• Music On Queue	N/A	[3]	[3]

[1] A Basket 2 Service. See Preface Page 1, preceding.

[2] Apply rates and charges as specified in 9.4.4, following, for Delay Announcement.

[3] Apply rates and charges as specified in 9.4.4, following, for Music On Queue.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1]

D.2.d. (Cont'd)

	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Queuing			
- Per DID Station number equipped	UQQ, URQ	\$ 0.75	\$ 0.25
- Per queue group	UQQPG, URQPG	—	—
- Per queue slot in group	UQQPQ, URQPQ	45.00	15.00
- Change in quantity of queue slots in queue group, per group	REAE9	—	—
• Delay Announcement	N/A	[2]	[2]
• Music On Queue	N/A	[3]	[3]

[1] A Basket 2 Service. See Preface Page 1, preceding.

[2] Apply rates and charges as specified in 9.4.4, following, for Delay Announcement.

[3] Apply rates and charges as specified in 9.4.4, following, for Music On Queue.



Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1]**

**D. Optional Features (Cont'd)**

**3. DID Two-way Call Transfer**

**a. Description**

*DID* Two-way Call Transfer allows the user of a 2-way trunk with *DID* to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call.

**b. Rates and Charges**

	USOC	NONRECURRING CHARGE	
		MAXIMUM	CURRENT
• <i>DID</i> Two-way Call Transfer, each 2-way trunk equipped	3CW	[2]	[2]
	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• <i>DID</i> Two-way Call Transfer, each 2-way trunk equipped	3CW	\$39.00	\$13.00

**4. CALL PLANNER**

**a. Description**

A forwarding feature designed for business customers to enable their employees, who work away from the office, to receive their business calls directly at a remote location. The service is uniquely designed to work with *DID* Service. The employee may remotely forward their business calls from any location, and may forward the calls based upon time of day and/or day of week.

[1] A Basket 2 Service. See Preface Page 1, preceding.

[2] Same nonrecurring charge as specified in 5.4.3, following, for business Custom Calling Services.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1]

D.4. (Cont'd)

b. Terms and Conditions

- (1) *CALL PLANNER* is available to customers who subscribe to PBX trunks which terminate on a *DID* number. The *CALL PLANNER DID* number cannot be the main billing telephone number or a directory listed number.
- (2) Each customer system will be equipped with a number of PBX trunks equipped with *DID* based on a standard Poisson Capacity Table. This table provides the number of trunks for the number of lines in a system. These trunks provide a standard level of usage for the customer system.
- (3) The Company reserves the right to invoke a throttling process that could block calls in order to protect extraordinary traffic loads on the network, in the event that call loads could be hazardous to the network.
- (4) Recognizing the potential for misuse associated with *CALL PLANNER*, the Company will attempt to verify that requests for this service are being made by the subscriber of record, not unauthorized parties.
- (5) The following are restrictions to forwarding destinations for *CALL PLANNER*:
  - No International numbers - only United States NPAs allowed.
  - No 700, 800, 900, 950 or 976.
  - No N11 or 555-1212.
  - No operator assisted calls (0-, 0+, 00-, 00+, 01+, 10XXX+0, 10XXX+00, 10XXX+0+, 10XXX+01+).
  - No speed dial codes or customized dialing plans.
  - No third-number billed calls.
  - A limit of four destination changes per hour.

c. Rates and Charges

	USOC	NONRECURRING CHARGE MAXIMUM	CHARGE CURRENT
• <i>CALL PLANNER</i> - Per <i>DID</i> number	WH2	\$30.00	\$15.00
	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• <i>CALL PLANNER</i> - Per <i>DID</i> number	WH2	\$23.85	\$7.95

[1] A Basket 2 Service. See Preface Page 1, preceding.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1] (Cont'd)**

**E. Commercial Mobile Radio Service (CMRS) Providers**

Per FCC Order 00-194 effective June 21, 2000, the Company will not bill recurring charges for the use of numbers by CMRS Providers.

**1. Number Activation**

	USOC	NONRECURRING CHARGE MAXIMUM	CURRENT
• Charge for activating numbers			
- Nonsequential telephone number, each	NHN	\$ 7.68	\$ 3.84
- Per block of 20 numbers	NGS	60.96	30.48
- Per block of 100 numbers	RC6BX	38.88	19.44

**2. Numbers**

• Charge for reserving numbers			
- Per block of 20 sequential numbers	NGQ	—	—
- Per block of 100 sequential numbers	NOJA1	—	—

	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Charge for activating numbers			
- Nonsequential telephone number, each	NHN	—	—
- Per block of 20 numbers	NGS	—	—
- Per block of 100 numbers	RC6BX	—	—

**2. Numbers**

• Charge for reserving numbers			
- Per block of 20 sequential numbers	NGQ	—	—
- Per block of 100 sequential numbers	NOJA1	—	—

[1] A Basket 2 Service. See Preface Page 1, preceding.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS  
5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE[1]  
E.2. (Cont'd)

	USOC	NONRECURRING CHARGE MAXIMUM	CURRENT
• Nonsequential number reservation, per number	NHNRN	—	—
• Rerouting of number, per number	N/A	[2]	[2]
• Changed number of digits outpulsed	REAGM	\$100.00	\$50.00
• Changed signaling, per change	REAGN	100.00	50.00
	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Nonsequential number reservation, per number	NHNRN	—	—
• Rerouting of number, per number	N/A	—	—
• Changed number of digits outpulsed	REAGM	—	—
• Changed signaling, per change	REAGN	—	—

[1] A Basket 2 Service. See Preface Page 1, preceding.

[2] Same nonrecurring charge as USOC's NHN or NGS.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

#### **14. INTEGRATED SERVICES DIGITAL NETWORK**

##### **14.3 PRIMARY RATE SERVICE OFFERINGS**

##### **14.3.1 PRIMARY RATE SERVICE**

##### **B.4. (Cont'd)**

##### **ISDN Calling Name Delivery (ICNAM)**

ICNAM is a terminating feature that delivers to ISDN Class II Equipment, over a Primary Rate ISDN Interface, the original calling party name along with the calling party's telephone number. A private or unavailable indication will appear when the name is not available to the called customer.

##### **ISDN Redirecting Number Delivery (RND)**

RND provides not only the original calling number, but one or more numbers from which a call was redirected. If a call is redirected multiple times, both the first and the last redirecting numbers will be delivered. On calls forwarded, a redirecting reason is also provided to the RND subscriber indicating why a call was forwarded, e.g., the Call Forwarding Variable, Call Forwarding Busy, or Call Forwarding Don't Answer feature was active. When a call is forwarded multiple times, the first and last redirecting reasons will be provided to the RND subscriber.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE (Cont'd)**

**C. Terms and Conditions**

1. Basic PRS requires a minimum of one PRS T1 facility with a service configuration, and TCs. A customer may request more than one PRS per premises.
2. Circuit-Switched Data PRS requires a minimum of one PRS T1 facility with a service configuration, and circuit-switched data connection.
3. Terms, conditions, rates and charges, as described for PRS are in addition to the regular rates and charges for the service with which PRS is associated.
4. Some services are not available and/or compatible with PRS.
5. Loop Diversity and Avoidance defined in the Competitive Private Line Transport Services Price Cap Tariff is available with PRS.
  - a. Customers subscribing to Loop Diversity must also subscribe to additional PRS facilities and TCs for the secondary route.
  - b. Customers subscribing to Avoidance must pay DS1 ICB transport channel rates between the local serving office and the alternate serving office.
6. The PRS facility may be provided from a foreign central office or foreign exchange at the DS1 ICB interoffice mileage rates. Associated charges will be applied to the PRS facility.
7. PRS offerings are not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers and Interexchange Carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these Carriers.
8. The PRS facility for all channels may be provisioned on an existing or new T3 facility.

Issued: 11-15-10

Effective: 1-3-11

#### 14. INTEGRATED SERVICES DIGITAL NETWORK

##### 14.3 PRIMARY RATE SERVICE OFFERINGS

##### 14.3.1 PRIMARY RATE SERVICE

##### C. Terms and Conditions (Cont'd)

9. PRS customers must subscribe to a minimum of one 23B+D Service Configuration.
10. *DID* numbers associated with PRS are found in 5.3.4, preceding. A *DID* Trunk Termination, also in 5.3.4, preceding, is required for each inward or 2-way B-channel in a PRS.
11. Circuit-Switched Data PRS is intended only for data calls, including video.
12. ISDN PRS may terminate at an Interexchange Carrier Point of Presence (IXC POP) for data service only, terminating on the Internet by an Internet Service Provider (ISP). Voice service may not terminate at the IXC POP.
13. ISDN Calling Name Delivery (CNAM) is an optional central office-based feature available for use with ISDN PRS. ISDN CNAM is provided for use in legitimate telecommunications only. The Company may monitor the customer's usage of this feature to ensure that the customer's use of CNAM is consistent with applicable restrictions and limitations as listed below. Unacceptable use will result in the Company disabling the feature from future use.

Unacceptable use of ISDN CNAM includes, but is not limited to, any of the following situations:

- High volume, short duration calls that show a pattern inconsistent with calls intended for completion at the number called.
- Calls that originate and attempt to terminate or terminate on PRI facilities for the same subscriber at the same physical location.
- Using Caller ID digits other than those belonging to the PRS subscriber.

If the Company has any reason to believe a customer is using ISDN CNAM in an unacceptable manner as defined above, the Company will immediately disable the feature without notice to the customer. Further, once the Company has disabled the ISDN CNAM for reasons of unacceptable use, the feature will not be restored during the life of the PRS service.

(M)  
(N)

(N)

Issued: 11-15-10

Effective: 1-3-11

#### 14. INTEGRATED SERVICES DIGITAL NETWORK

##### 14.3 PRIMARY RATE SERVICE OFFERINGS

##### 14.3.1 PRIMARY RATE SERVICE

##### C. Terms and Conditions (Cont'd)

##### 14. Cancellation Of Application For Service

(T)(M)

- a. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled.
- b. Certain Critical Dates as specified in c., following, are used by the Company to monitor the service order provisioning process. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. The Company monitors which Critical Date was last scheduled and determines what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A list of Critical Dates and the number of days between each date is found in the Service Interval Guide.

Costs incurred in conjunction with the provision of Primary Rate Service start on the Application Date as defined in c., following. When the customer cancels an order prior to the Application Date, no charges shall apply. When the customer cancels an order on or after the Application Date, a charge determined as specified in d. and e., following shall apply. When a customer cancels an order or part of an order, on or after the original Service Date, the Cancellation Charge will apply as set forth in d., and e., following.

- c. The Critical Dates monitored by the Company for the purpose of calculating a Cancellation Charge are as follows:

(M)



Issued: 11-15-10

Effective: 1-3-11

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

C.14.c. (Cont'd)

(T)

- **Application Date (APP):** The date the customer provides a firm commitment and sufficient information to the Company for order placement. The APP Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date.
  - **Design Layout Report Date (DLRD):** The date the Design Layout Report which contains the design for the service(s) ordered is forwarded to the customer.
  - **Plant Test Date (PTD):** The date acceptance testing is performed with the customer.
  - **Service Date (DD):** The date the service is due to be made available to the customer. This is sometimes referred to as the Due Date.
- d. When a customer cancels an order prior to the Service Date, the Company will calculate the Cancellation Charge by multiplying \$1,500.00 by the percentage shown in e., following, based on the last monitored Critical Date which has occurred on the order. When a customer cancels an order, or part of an order, on or after the Service Date, \$1,500.00 plus the minimum billing period charges apply.
- e. The Critical Dates monitored by the Company are as follows:

	<b>APP</b>	<b>DLRD</b>	<b>PTD</b>	<b>DD</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
• Primary Rate Service	13	44	77	[1]

- f. When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- g. If the Company misses a service date due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel an order without incurring cancellation charges.
- h. A request for cancellation after completion of an installation will be treated as a discontinuance of service.

[1] Minimum billing period charges and \$1,500.00 apply when an order is cancelled on or after the original Service Date.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

#### 14. INTEGRATED SERVICES DIGITAL NETWORK

##### 14.3 PRIMARY RATE SERVICE OFFERINGS

##### 14.3.1 PRIMARY RATE SERVICE (Cont'd)

##### D. Rates and Charges

PRS will be provided at the rate and charges listed below.

##### 1. Transport

	USOC	NONRECURRING CHARGE	
		MAXIMUM	CURRENT
• Stand alone T1 facility, per 24 channel facility[1]	ZPT1X	\$1,800.00	\$ 900.00
• T1 facility, provisioned on a T3, per T1 facility activated[1]	ZP3	1,800.00	900.00

##### 2. Service Configuration

• 23B+D	ZPAZD	2,050.00	1,025.00
• 24B	ZPA1X	2,050.00	1,025.00
• 23B+Back-up D	ZPAZA	2,050.00	1,025.00

	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Stand alone T1 facility, per 24 channel facility[1]	ZPT1X	\$ 450.00	\$150.00
• T1 facility, provisioned on a T3, per T1 facility activated[1]	ZP3	—	—

##### 2. Service Configuration

• 23B+D	ZPAZD	1,200.00	400.00
• 24B	ZPA1X	1,200.00	400.00
• 23B+Back-up D	ZPAZA	1,200.00	400.00

[1] One Service Configuration is required for each T1 facility.

Issued: 3-1-07

Effective: 4-1-07

14. INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 PRIMARY RATE SERVICE

D. Rates and Charges (Cont'd)

3. ISDN Trunk Connections are billed on a per B-channel basis. In-only and two-way trunk connections packaged with *DID* trunk terminations, and out-only trunk terminations are available on a rate stabilized basis at the following rates and charges[1]:

	USOC	NONRECURRING CHARGE	
		MAXIMUM	CURRENT
• Call-By-Call[2]	PT31C	\$ 78.00	\$ 40.00 (I)
• Dedicated			
- Inward[2]	PT311	78.00	40.00
- Outward	PT31O	78.00	40.00
- 2-Way[2]	PT312	78.00	40.00 (I)

4. Circuit-Switched Data Connection,  
per T1 facility

• 23B data only channels	PT3TA	2,530.00	1,300.00 (I)
• 24B data only channels	PT3TB	2,680.00	1,350.00 (I)

5. UAS Network Connections,  
per T1 facility

• UAS Network Connection	NWO	2,400.00	1,200.00
• Two-Way Network Connection	NWO2X	2,400.00	1,200.00
• In-Only Network Connection	NWO1X	2,400.00	1,200.00

6. Optional Features,  
per T1 facility

• 2B Channel Transfer	ZPTMX	200.00	100.00
• ISDN Calling Name Delivery	NM1PP	350.00	175.00
• ISDN Redirecting Name Delivery	RN4PP	110.00	55.00

[1] ISDN TC charges do not apply to B-channels on Circuit-Switched Data PRS or UAS.

[2] Requires a digital *DID* trunk circuit termination. See 5.3.4, preceding, for terms, conditions, rates and charges applicable to *DID* Service.

Issued: 3-1-07

Effective: 4-1-07

#### 14. INTEGRATED SERVICES DIGITAL NETWORK

##### 14.3 PRIMARY RATE SERVICE OFFERINGS

##### 14.3.1 PRIMARY RATE SERVICE

D.3. (Cont'd)

	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Call-By-Call[2]	PT31C	\$ 72.00	\$ 27.00 (I)
• Dedicated			
- Inward[2]	PT311	72.00	27.00
- Outward	PT31O	72.00	27.00
- 2-Way[2]	PT312	72.00	27.00 (I)
4. Circuit-Switched Data Connection, per T1 facility			
• 23B data only channels	PT3TA	1,749.00	600.00 (I)
• 24B data only channels	PT3TB	1,824.00	625.00 (I)
5. UAS Network Connections, per T1 facility			
• UAS Network Connection	NWO	3,300.00	1,100.00
• Two-Way Network Connection	NWO2X	3,300.00	1,100.00
• In-Only Network Connection	NWO1X	2,850.00	950.00
6. Optional Features, per T1 facility			
• 2B Channel Transfer	ZPTMX	75.00	25.00
• ISDN Calling Name Delivery	NM1PP	60.00	20.00
• ISDN Redirecting Name Delivery	RN4PP	21.00	7.00

[1] ISDN TC charges do not apply to B-channels on Circuit-Switched Data PRS or UAS.

[2] Requires a digital *DID* trunk circuit termination. See 5.3.4, preceding, for terms, conditions, rates and charges applicable to *DID* Service.

**COMPETITIVE  
EXCHANGE AND  
NETWORK SERVICES**

**Qwest Corporation  
Price Cap Tariff No. 2  
Arizona**

**SECTION 14  
Page 41  
Release 2**

Issued: 8-27-08

Effective: 9-29-08

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

**D. Rates and Charges (Cont'd)**

	USOC	NONRECURRING CHARGE	
		MAXIMUM	CURRENT
7. Nonrecurring change charges apply as follows:			
• All miscellaneous changes or rearrangements of facilities, per facility	N/A	\$ 100.00	\$ 50.00
• Rollover Charge			
- Move existing DS1 to DS3 on vacant channels	N/A	650.00	325.00
• Moving current customer T1 facility			
- Within same central office	N/A	—	—
- Outside current central office	N/A	—	—
• All miscellaneous changes or rearrangements of facilities, per facility	N/A	—	—
• Rollover Charge			
- Move existing DS1 to DS3 on vacant channels	N/A	—	—
• Moving current customer T1 facility			
- Within same central office	N/A	1,500.00	500.00
- Outside current central office	N/A	3,000.00	1,000.00

(D)

(T)

(T)

**COX ARIZONA TELCOM, L.L.C.**  
**d/b/a Cox Communications**  
**d/b/a Cox Business Services**  
**Relevant Arizona Tariff Pages**

**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.3 Cox Connect Trunks**

Cox Connect Trunk(s) provides an On-Net Business Customer with voice-grade communication channel(s) to the Customer's Private Branch Exchange (PBX) or Hybrid Key System. Local Trunks can be provisioned as either analog or digital and will be provided in the following manner: (T)

**1. Cox Connect Trunk**

Local Trunk-Basic can be used to carry one-way outbound traffic, one-way inbound or two-way traffic.

**(a) One-Way Outbound**

Provides the Customer with a single analog connection which is restricted to carry outbound traffic only.

**(b) One-Way Inbound or Two-Way**

Provides the Customer with a single analog connection which can carry one-way inbound or two-way traffic.

**1. Hunting Service**

Where facilities and operating conditions permit, hunting services are available to both residential and business Customers with two or more lines of service at the same location. Lines are arranged to accommodate busy line overflows to other lines in the hunt group.

Rates and Charges	<u>NRC</u>	<u>Monthly</u>
Hunting, per line	\$13.00	\$3.50

**(c) Cox Connect Trunk - Rates and Charges:**

A Cox Connect Trunk Customer will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified in Sections 3.1.3.1.(c).1 and 3.1.3.1.(c).2 respectively. Local Line charges are only offered on a flat rate service basis.

**1. Non-Recurring Charges**

Line Connection (per Trunk) \$50.00

Issue Date: March 4, 2008

Effective Date: April 3, 2008

Issued By: Martin Corcoran  
Director, Tariff Development  
Cox Communications, Inc.  
1400 Lake Hearn Drive,  
Atlanta, GA 30319

**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.3 Cox Connect Trunk, cont'd.**

(T)

**(c) Cox Connect Trunk - Rates and Charges, cont'd.**

(T)

**1. Non-Recurring Charges, cont'd.**

Account/Number Changes ( Per Billing Record Change)	\$20.00
Initial PIC-2 Change (per line) after initial set-up*	N/C 5.00
Line Restoral Charge <sup>3</sup> (per trunk)	\$25.00
Suspension of Service Restoral Charge (per trunk) (Applies for trunk restoral after Customer-initiated suspension.)	\$25.00

**2. Monthly Recurring Charges**

Cox Connect Trunk (per trunk) Flat Rate	\$35.00
---	---------

(T/D)

\* Waive PIC change charge if Cox Long Distance is selected.

---

<sup>3</sup> If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.



**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.3 Cox Connect Trunk, cont'd.**

(T)

**2. Direct Inward Dialing (DID)**

Provides the Business Customer with Direct Inward Dialing over a single analog connection which can carry one-way, inbound traffic.

A Customer who orders DID will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified following. Rates for a volume of Numbers greater than 100 will be provided on an individual case basis.

**(a) Rates and Charges<sup>4</sup>**

	---NRC---		Monthly Recurring	(T) (T)
	Current	Max		
DID Service Lines (each)	\$50.00	\$50.00	\$45.00	(T)
Each 20 DID Line Numbers (per block)	\$20.00	\$20.00	\$3.00	(T)
Block Compromise Charge <sup>5</sup>	\$00.00	\$450.00	N/A	(R)

<sup>4</sup> In addition to the rates and charges identified above, the charges as specified for PBX Trunks in Section 3.1.3.1.(c) 1 & 2 would apply.

<sup>5</sup> Permanent removal of a telephone number from a sequential number group per sequential number block.

**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.3 Cox Connect Trunk, cont'd.**

**3. Cox Connect Trunk- DS1 Service**

Cox Connect DS1 Trunk provides an On-Net Business Customer with a DS-1 digital transmission facility operating at 1.544 Mbps and time division multiplexed into 24 channels for the connection of Basic or DID Trunks to the Customer's PBX or trunk-capable Key System. (T)

Cox Connect DS1 can be used to carry one-way outbound traffic, one-way inbound or two-way traffic, with or without Direct Inward Dialing.

Applicable rate elements for Digital Interface include: (1) The Digital Connection; (2) The CO Channelization, per each DS1; (3) the per-trunk Circuit Termination Charge rate element; and (4) usage charges.

**(a) DS1 Provisioning**

**One-Way Outbound**

Provides the Customer with individual channels which are restricted to carry outbound traffic only.

**One-Way Inbound or Two-Way**

Provides the Customer with individual channels which are used to carry one-way inbound or two-way traffic. One common telephone number will be provided per trunk group.

**(i) DS1 Optional Features**

**Hunting**

Trunks may be provisioned in a hunt group to accommodate overflow traffic on the inbound trunks.

**Direct-Inward-Dialing (DID)**

Trunks may be provisioned as DID on one-way inbound or 2-way trunks.

**(b) Cox Connect DS1 Charges**

Rates will be provided on an individual case basis (ICB).

**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.5 ISDN-PRI SERVICE**

**1. Description**

Integrated Service Digital Network (ISDN) is digital telecommunications network architecture. ISDN Primary Rate Interface (PRI) provides an On-Net Business Customer with a 1.5 Mbps connection between compatible Customer Premise Equipment (CPE) and the public switched network. The transmission facility used for a PRI circuit is a DS1. Each PRI connection provides 24-64 Kpbs voice grade channels. The standard configuration has 23 B (bearer) channels to transmit voice or data traffic and one D or data channel for call set-up and other control functions and signaling. (T)  
(T)

**2. Features**

a. Standard Service Features

1. Calling Line Identification displays the identification and directory number of the calling party.

b. Optional Service Features

1. Service Configurations

- 23B+D – provides 23 B channels for voice and one D channel for signaling control.
- 24B – provides 24 B channels for voice. Must be installed with a 23B+D configuration arrangement.
- 23B+D Backup – provides 23 B channels for voice and one D channel for back-up signaling control for a 23B+D circuit. Must be installed with a 23B+D configuration arrangement.

2. Trunk Connection Types:

- Call-by-Call Selection – provides automatic definition of the B-channels as inbound or outbound based on traffic requirements.
- Dedicated Outbound – provides channels, which are restricted to carry one-way outbound traffic only.
- Dedicated Inbound – provides channels, which are used to carry one-way inbound traffic only.
- Dedicated 2-Way – provides channels, which are used to carry two-way traffic.

3. 2 B-Channel Transfer allows CPE to increase trunk utilization for multi-party calls. When a transferred call is set up using two PRI channels, the channel used to initiate the call can be dropped and made available for future calls or data transmissions, thereby increasing trunk capacity and utilization.

**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.5 ISDN-PRI SERVICE**

**3. Service Capabilities**

ISDN-PRI provides the capability to:

- a. Transport customer information in the form of circuit-switched voice or data up to 64 kbps over any B channel.
- b. Where available, one D channel can control up to 20 PRI Interface Arrangements depending on facility capabilities. In such cases, a single D channel in one PRI Interface Arrangement handles all the signaling and control requirements of multiple PRI Interface Arrangements in a specific grouping allowing supplemental PRI Interface Arrangements to consist of 24 B channels.
- c. In a 23B + Backup D configuration, the backup D channel will automatically become the active control channel for the primary D channel that has failed.
- d. Allow B channels to be designated for specific services, such as Incoming Exchange Trunks, Outgoing Exchange Trunks and Two-Way Exchange Trunks, or optionally configure channels to access Incoming and Outgoing Exchange Trunks on a per call basis. Two-way Exchange Trunks may not be accessed on a Call-by-Call basis. (T)
- e. Allow the user to have access to the directory number of the calling party. (T)

**4. Conditions**

Customers subscribing to ISDN-PRI must comply with ISDN Primary Rate Interface specifications as designed by the Company.

- a. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- b. ISDN compatible terminal equipment is a requirement for operation. It is the customer's responsibility to obtain and power such equipment.

**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.5 ISDN-PRI SERVICE**

**4. Conditions, cont'd.**

(T)

- c. ISDN-PRI service does not preclude the customer from originating or receiving circuit-switched voice calls from inside or outside either the serving central office or the Local Exchange Area. Where facilities are available, the customer will be able to originate and receive circuit-switched data calls outside of the serving central office.
- d. All PRI Interface Arrangement configurations must have at least one 23B+D Interface Arrangement for signaling and control functions. A 23B + Back-up D Interface Arrangement is required whenever the ISDN-PRI Interface Arrangements ordered and in-service would otherwise cause more than 47 B-channels to be controlled by a single D channel.

**5. Rates and Charges**

**1. Application of Rates**

- a. The PBX Trunk dial tone is included in the ISDN-PRI Service rates and charges.
- b. The PBX Trunk Flat rate Monthly Usage Option, measured rate charges and message rate charges specified in the Local Exchange Services tariff apply, as appropriate, to each PBX trunk provisioned on the ISDN-PRI Service using the circuit-switched voice arrangement.
- c. Existing tariff rates, charges and regulations for DID service apply, where required. This includes DID numbers and trunk connection charges. Tariffed DID trunk connection charges apply for each DID trunk provisioned on the ISDN-PRI Interface Arrangement.
- d. Individual Additional Telephone Numbers may be ordered from this tariff without incurring DID trunk connection charges.
- e. Trunk hunting is included in the ISDN-PRI Service rates and charges.

---

Issue Date: January 21, 2004

Effective Date: February 20, 2004

Issued By: Martin Corcoran  
Director, Tariff Development  
Cox Communications, Inc.  
1400 Lake Hearn Drive,  
Atlanta, GA 30319

**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.5 ISDN-PRI SERVICE**

**5. Rates and Charges, cont'd.**

**2. Rates**

	<b><u>NRC</u></b>	<b><u>Monthly</u></b>	
	<b><u>(\$)</u></b>	<b><u>( \$ )</u></b>	
<b>a. Primary Rate Access Facility, each</b>	800	250	
<b>b. ISDN-PRI Configuration Options:</b>			
23B+D	700	300	
24B	700	300	
23B+Back-up D	700	350	
<b>c. Trunk Connection Types:</b>			
Call-By-Call Service selection	100	75	
Dedicated Services	50	45	
<b>d. Features:</b>			
<b>PRI 2 B-Channel Transfer</b>			(N)
Per Facility (current rate)	100	25	
Per Facility (maximum rate)	200	50	(N)
<b>e. PRI Reconfiguration Charge</b>			(T)
Trunk Change Charge, per PRI			
Change in D-channel configuration			
(23B+D; 24B; 23B+Back-up D)	300	N/A	
<b>f. Individual Additional Telephone Numbers,</b>			
each number	25	3	(T)
<b>g. Bulk Facilities</b>			(T)
The following rates apply for Bulk-rated PRI services for terms of 1 month to 5 years. The rate includes the access facility, configuration option (23B+D, 24B, or 23+D Backup), trunk connection type (DOD, DID, 2-way, Call-by-Call Selection), and 100 DID numbers.			

	<b><u>NRC</u></b>	<b><u>Max NRC</u></b>	<b><u>MRC</u></b>	<b><u>Max MRC</u></b>
	<b><u>(\$)</u></b>	<b><u>(\$)</u></b>	<b><u>(\$)</u></b>	<b><u>(\$)</u></b>
Month-to-Month	waived	\$1000	\$975	\$1200
1-Year Contract	waived	\$1000	\$950	\$1200
2-Year Contract	waived	\$1000	\$800	\$1200
3-Year Contract	waived	\$1000	\$775	\$1200
5-Year Contract	waived	\$1000	\$750	\$1200

Issue Date: March 21, 2007

Effective Date: April 20, 2007

Issued By: Martin Corcoran  
Director, Tariff Development  
Cox Communications, Inc.  
1400 Lake Hearn Drive,  
Atlanta, GA 30319

**Zayo Group, LLC**  
**Relevant Arizona Tariff Pages**

---

**SECTION 4. RATES AND CHARGES**

**4.1 General Regulations**

4.1.1 Except as specifically indicated, the rates set forth in this section are for services where the originating and terminating points are on Company's existing network. In all other situations, special construction charges may apply in order to connect locations to Company's network.

4.1.2 Services may be provided using one, or a combination of rate elements as outlined in this Tariff.

**4.2 Charges for Changes to Pending Orders, Service Rearrangements and Expedite Charges**

From time to time, Customers may request (i) changes to pending orders, (ii) rearrangements to existing service, and (iii) order completion sooner than standard intervals. For changes to pending orders and existing services, the Customer will be required to reimburse the Company for any third party costs incurred to provision such service changes plus a maximum amount per service or line as outlined below. To expedite an order, the customer will be required to reimburse the Company for any third party costs incurred to expedite the order plus a maximum amount per service or line as outlined below.

**Ethernet Services**

Change Fee - \$800 per service

Expedite Fee - \$1000 per service

**TDM Services**

Change Fee - \$800 per service

Expedite Fee - \$1000 per service

**PRI & DID Services**

Change Fee - \$50 per line

Expedite Fee - \$500 per line

---

Issued: July 1, 2011

Effective: August 17, 2011

Peter Chevalier, Associate General Counsel  
Zayo Group, LLC  
400 Centennial Parkway, Suite 200  
Louisville, CO 80027



---

**SECTION 4. RATES AND CHARGES (Cont'd)**

**4.3 Nonrecurring Charge**

Non recurring charges will be charged on a time and materials basis.

**4.3.1 Customer Premise Visits**

For customer premise visits, Company will charge on an hourly basis, rounded to the next 15 minute interval with the below minimums.

1. M-F (business hours 8am-5pm local premise time) - Maximum \$120 per hour with a 2 hour minimum
2. M-F (out of business hours) and weekends - Maximum \$150 per hour with a 4 hour minimum
3. Holidays - Maximum \$200 per hour with a 4 hour minimum

---

Issued: July 1, 2011

Effective: August 17, 2011

Peter Chevalier, Associate General Counsel  
Zayo Group, LLC  
400 Centennial Parkway, Suite 200  
Louisville, CO 80027

---

**SECTION 4. RATES AND CHARGES (Cont'd)****4.4 Special Construction****4.4.1. Bases for Rates and Charges**

Rates and charges for special construction will be based on the costs incurred by the Company and may include (1) nonrecurring type charges; (2) recurring type charges; (3) termination liabilities; or (4) combinations thereof.

**4.4.2 The costs referred to in Section 4.4.1 may include one or more of the following items to the extent that they are applicable:**

- A. Installed cost of the facilities, including estimated costs for the rearrangement of existing facilities. Cost installed includes the cost of:
  - 1. equipment and materials provided or used,
  - 2. engineering, labor and supervision,
  - 3. transportation, and
  - 4. rights-of-way;
- B. cost of maintenance;
- C. depreciation on the estimated installed cost of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
- D. administration, taxes, and uncollectible revenue on the basis of reasonable average costs for these items;
- E. license preparation, processing, and related fees;
- F. tariff preparation, processing, and related fees;
- G. any other identifiable costs related to the facilities provided; or
- H. an amount for return and contingencies.

---

Issued: July 1, 2011

Effective: August 17, 2011

Peter Chevalier, Associate General Counsel  
Zayo Group, LLC  
400 Centennial Parkway, Suite 200  
Louisville, CO 80027

---

**SECTION 4. RATES AND CHARGES (Cont'd)****4.5 Rates****4.5.1 Point-to-Point and Multipoint Services****4.5.1.1 Metro Phoenix Recurring Charges (on-net circuit originates and terminates in the Phoenix market)**

	<u>Maximum</u>
DS3 Point to Point	\$1,040
OC3 Point to Point	\$2,595
OC12 Point to Point	\$5,973
OC12 Hub	\$4,100
OC48 Hub	\$8,200
DS3 Tail	\$500
OC3 Tail	\$1,300
OC12 Tail	\$3,000
100Mb Point to Point	\$1,890
1000Mb Point to Point	\$7,290

**4.5.2 Service Elements****4.5.2.1 Metro Phoenix Nonrecurring Charges (on-net only)**

	<u>Maximum</u>
DS3 Point to Point	\$1,000
OC3 Point to Point	\$2,000
OC12 Point to Point	\$3,000
OC12 Hub	\$3,000
OC48 Hub	\$5,000
DS3 Tail	\$1,000
OC3 Tail	\$2,000
OC12 Tail	\$3,000
100Mb Point to Point	\$2,000
1000Mb Point to Point	\$5,000

Issued: July 1, 2011

Effective: August 17, 2011

Peter Chevalier, Associate General Counsel  
Zayo Group, LLC  
400 Centennial Parkway, Suite 200  
Louisville, CO 80027

---

**SECTION 4. RATES AND CHARGES (Cont'd)****4.5 Rates (Cont'd)****4.5.3 Primary Rate Interface Service**

Maximum non-recurring and monthly rates per PRI Service apply as follows:

<u>Month to</u> <u>Month</u>	<u>Non-</u> <u>Recurring</u>	<u>Monthly Recurring</u>
Voice/Data	\$1,000.00	\$850.00
Digital Data		
Inward Data		
<u>12 Months</u>	\$750.00	\$750.00
Voice/Data		
Digital Data		
Inward Data		
<u>24 Months</u>	\$750.00	\$675.00
Voice/Data		
Digital Data		
Inward Data		
<u>36 Months</u>	\$750.00	\$600.00
Voice/Data		
Digital Data		
InwardData		

---

Issued: July 1, 2011

Effective: August 17, 2011

Peter Chevalier, Associate General Counsel  
Zayo Group, LLC  
400 Centennial Parkway, Suite 200  
Louisville, CO 80027

**SECTION 4. RATES AND CHARGES (Cont'd)****4.5 Rates (Cont'd)****4.5.4 DID Trunk Service**

	<u>Maximum Non-Recurring</u>
Service Order Charge	\$34.50
Line Connection Charge, per trunk	\$20.35
Central Office Trunk per trunk	\$24.50

		<u>Maximum Monthly Recurring</u>	
	<u>Maximum Non-Recurring</u>	<u>Measured</u>	<u>Message</u>
DID Trunk Termination	\$250.00	\$42.50	\$52.50

**4.5.5 Calling Features for PRI and DID Service**

	<u>Maximum Charges Non-Recurring</u>
3-Way Calling	\$15.00
Call Forward Busy	\$15.00
Call Forward No Answer	\$15.00
Call Forward Variable	\$15.00
Caller ID	\$15.00
Caller ID With Name	\$15.00
Call Waiting/ Cancel Call Waiting	\$15.00
Call Return	\$15.00

	<u>Maximum Per Use Charge</u>
3-Way Calling	\$6.00
Call Return	\$6.00

Issued: July 1, 2011

Effective: August 17, 2011

Peter Chevalier, Associate General Counsel  
Zayo Group, LLC  
400 Centennial Parkway, Suite 200  
Louisville, CO 80027

---

**SECTION 4. RATES AND CHARGES (Cont'd)****4.5 Rates (Cont'd)****4.5.5 Directory Listings**

One directory listing is included with PRI/DID Services.

Each additional directory listing is subject to a maximum non-recurring charge of \$25.00 and maximum monthly recurring charge of \$8.00.

**4.5.6 Directory Assistance**

	Maximum <u>Non-Recurring Charge</u>
Customer Dialed DA	\$3.00
Operator Dialed DA	\$4.00

**4.5.7 Operator Service**

	Maximum <u>Non-Recurring Charge</u>
Operator Station-to-Station	\$7.00
Person-to-Person	\$9.00

**4.5.8 Miscellaneous Charges**

	Maximum <u>Non-Recurring Charge</u>
PIC Change	\$8.00
Intercept Services	
Direct Cut Through	\$15.00
Cut Through With Referral	\$17.00

---

Issued: July 1, 2011

Effective: August 17, 2011

Peter Chevalier, Associate General Counsel  
Zayo Group, LLC  
400 Centennial Parkway, Suite 200  
Louisville, CO 80027

**EXHIBIT F**

ATTACHMENT C  
BY STATE

Residence Maximum Rate Comparison of Telecommunications Services provided by Applicant in other States	Applicant's Arizona Tariff Attach Tariff Sheets for Support			Applicant's Tariff (State #1) Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b> Basic Local Service Service Connect Fee Dispatch Call & Trouble isolated on cust. equip. Feature Change Order Toll Restriction Fee Order Transfer of Service (move order) Restoration of Service Directory Assistance <b>Miscellaneous Services &amp; Rates</b> Returned Check Charge (NSF) <b>Listings</b> Directory Listing Service - Primary Listing Directory Listing Service - Non-Published <b>Primary Rate Interface (DS0) Service</b> Month-to-Month 12 Months 24 Months 36 Months <b>Long Distance</b> Direct Dialed Station-to-Station (include all relevant billing elements used to make the comparison)	<b>NOT APPLICABLE</b>					

Residence Maximum Rate Comparison of Telecommunications Services provided by Applicant in other States	Applicant's Tariff (State #2) Attach Tariff Sheets for Support			Applicant's Tariff (State #3) Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b> Basic Local Service Service Connect Fee Dispatch Call & Trouble isolated on cust. equip. Feature Change Order Transfer of Service (move order) Restoration of Service Directory Assistance <b>Miscellaneous Services &amp; Rates</b> Returned Check Charge (NSF) <b>Listings</b> Directory Listing Service - Primary Listing Directory Listing Service - Non-Published <b>Primary Rate Interface (DS0) Service</b> Month-to-Month 12 Months 24 Months 36 Months <b>Long Distance</b> Direct Dialed Station-to-Station (include all relevant billing elements used to make the comparison)	<b>NOT APPLICABLE</b>					



ATTACHMENT D  
BY STATE

Business Maximum Rate Comparison of Telecommunications Services provided by Applicant in other States	Applicant's Arizona Tariff Attach Tariff Sheets for Support			Applicant's Tariff (Colorado) Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b>						
Basic Local Service						
Service Connect Fee						
Dispatch Call & Trouble isolated on cust. equip.	\$502.50	8	2	\$251.25	3	47
Feature Change Order						
Toll Restriction Fee Order						
Transfer of Service (move order)						
Restoration of Service	\$375.00	8	1	\$187.50	3	47
Directory Assistance	\$4.00	10	5	n/a		
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)	\$25.00	13	4	n/a		
<b>Listings</b>						
Directory Listing Service - Primary Listing	N/C	10	6	n/a		
Directory Listing Service - Non-Published	\$3.16	10	6	\$3.00	5	54
<b>Primary Rate Interface (DS0) Service</b>						
Month-to-Month	\$500.00	9	6	\$625.00	5	55
12 Months						
24 Months						
36 Months						
<b>Long Distance</b>						
Direct Dialed Station-to-Station (include all relevant billing elements used to make the comparison)						
	INCLUDES MAXIMUM RATES			ACTUAL RATES ONLY		

Business Maximum Rate Comparison of Telecommunications Services provided by Applicant in other States	Applicant's Tariff (Pennsylvania) Attach Tariff Sheets for Support			Applicant's Tariff (Virginia) Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b>						
Basic Local Service						
Service Connect Fee						
Dispatch Call & Trouble isolated on cust. equip.	\$251.25	4	2	\$251.25	6	2
Feature Change Order						
Toll Restriction Fee Order						
Transfer of Service (move order)						
Restoration of Service	\$187.50	4	1	\$187.50	6	1
Directory Assistance	\$2.00	6	5	\$2.00	8	5
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)	n/a			n/a		
<b>Listings</b>						
Directory Listing Service - Primary Listing	N/C	6	6	N/C	8	6
Directory Listing Service - Non-Published	\$1.58	6	6	\$1.58	8	6
<b>Primary Rate Interface (DS0) Service</b>						
Month-to-Month	\$250.00	5	6	\$250.00	7	6
12 Months						
24 Months						
36 Months						
<b>Long Distance</b>						
Direct Dialed Station-to-Station (include all relevant billing elements used to make the comparison)						
	ACTUAL RATES ONLY			ACTUAL RATES ONLY		